

WEST

Freeform Search

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Term:

((pickup or pick-up or pick\$3 or deliver\$3 or
return\$3) NEAR9 (product or good or item or
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or kiosk or shop or retail or location) SAME

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DATE: Tuesday, November 04, 2003 [Printable Copy](#) [Create Case](#)

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All

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Searched for <http://www.paxzone.com>

25 Results

Note some duplicates are not shown. [See all](#)

* denotes when site was updated.

Search Results for Jan 01, 1996 - Nov 04, 2003

1996	1997	1998	1999	2000	2001	2002	2003
0 pages	0 pages	0 pages	1 pages	11 pages	5 pages	2 pages	2 pages
			Nov 28, 1999 *	Mar 01, 2000 *	Mar 01, 2001	May 25, 2002	Jan 22, 2003
				Mar 24, 2000 *	Apr 18, 2001	Sep 29, 2002	Feb 18, 2003
				Mar 25, 2000	May 15, 2001		
				Apr 07, 2000	Sep 26, 2001 *		
				Jun 08, 2000 *	Nov 27, 2001		
				Jun 21, 2000			
				Oct 11, 2000 *			
				Oct 18, 2000			
				Nov 09, 2000			
				Nov 18, 2000 *			
				Nov 21, 2000			

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11/4/2003

Enter Web Address:

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Searched for <http://www.PackageNet.com>

5235 Results

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Search Results for Jan 01, 1996 - Nov 04, 2003

1996	1997	1998	1999	2000	2001	2002	2003
0 pages	0 pages	4 pages	5 pages	87 pages	4 pages	0 pages	0 pages
		Feb 14, 1998 *	Jan 25, 1999	Mar 01, 2000 *	Mar 09, 2001 *		
		Jun 26, 1998	Feb 02, 1999 *	Mar 11, 2000	May 16, 2001		
		Dec 05, 1998 *	Feb 08, 1999 *	Mar 24, 2000	May 29, 2001		
		Dec 12, 1998 *	Apr 20, 1999	May 11, 2000	Jun 30, 2001		
			Nov 29, 1999 *	May 20, 2000			
				Jun 18, 2000			
				Jun 22, 2000			
				Jul 07, 2000			
				Jul 27, 2000			
				Jul 28, 2000			
				Jul 28, 2000 *			
				Jul 28, 2000 *			
				Jul 28, 2000 *			
				Jul 28, 2000 *			
				Jul 29, 2000			
				Aug 04, 2000			
				Aug 05, 2000			
				Aug 06, 2000			
				Aug 06, 2000 *			
				Aug 06, 2000 *			
				Aug 07, 2000			
				Aug 07, 2000 *			
				Aug 07, 2000 *			
				Aug 08, 2000			
				Aug 09, 2000			
				Aug 10, 2000			
				Aug 10, 2000 *			
				Aug 10, 2000 *			
				Aug 11, 2000			
				Aug 13, 2000			
				Aug 14, 2000			
				Aug 15, 2000			
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				Aug 28, 2000			
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				Aug 29, 2000 *			
				Aug 29, 2000 *			

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11/14/2003


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PackageNet

Google Search

Groups search result 6 for PackageNet

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Build an Online Store • E-commerce, Web Promotion, Design Call Now: 877-863-5169 • www.monstercommerce.com
From: [Bernard A. Galler \(galler@umich.edu\)](#)

Search Result 6

Subject: IP: NYT Digital Commerce: Is Delivery the Dealbreaker for E-Commerce?

Newsgroups: [umich.interesting.people](#)

This is the only article in this thread

Date: 1998/03/30

View: [Original Format](#)

```
>Delivered-To: ip-sub-1@majordomo.pobox.com
>X-Sender: farber@linc.cis.upenn.edu
>Date: Mon, 30 Mar 1998 12:18:56 -0500
>To: ip-sub-1@majordomo.pobox.com
>From: Dave Farber <farber@cis.upenn.edu>
>Subject: IP: NYT Digital Commerce: Is Delivery the Dealbreaker for
> E-Commerce?
>Mime-Version: 1.0
>Sender: owner-ip-sub-1@majordomo.pobox.com
>Precedence: list
>Reply-To: farber@cis.upenn.edu
>
>From: caruso@technomedia.com (Denise Caruso)
>
>DIGITAL COMMERCE / By DENISE CARUSO
>
>Online Sellers Learn How to Get Packages to Consumers
>
>Speak the words "electronic commerce" and in most circles, the starry-eyed
>vision that comes to mind is of a sophisticated new computer system for
>selling goods to millions of online consumers without the costly overhead
>of a storefront. Win-win, retail revolution, etc.
>
>But in their rush to outfit the Internet as a global shopping mall,
>investors and vendors may have overlooked a practical question that just
>might be a deal breaker:
>
>"How are you going to get me the goods?"
>
>Delivery trucks roll during business hours, which is when some 70 percent
>of Americans are not at home. Coming home to a "delivery attempt" notice
>is not only annoying and inconvenient for online or catalog shoppers, but
>it is also a major problem for ground carriers, all of which acknowledge
>they are ill-equipped to handle the onslaught if e-commerce really
>catches on.
>
>"We haven't figured out how to make a profit delivering to homes," says
>Bram Johnson, senior vice president for marketing and strategic planning
>for RPS Inc., a unit of FDX Corp. and the world's second-largest ground
>carrier of small packages. "For us, the cost of running a delivery truck is
>putting on the parking brake -- you take 50 boxes off the truck at Wal-Mart
>or Kmart. The 'stop cost' is almost zero. But when I stop at your house,
>the whole cost is absorbed by the package that I leave on your doorstep."
>
```


>That cost becomes even higher when drivers have to redeliver a package.
>Worse yet, theft and fraud are growing problems in areas where drivers
>leave packages on doorsteps to save the cost of redelivery: Thieves often
>follow behind trucks, scooping up packages, or customers deliberately do
>not answer the door to sign for them, then claim they were not delivered.
>
>This simply will not do when nearly \$12 billion in Internet consumer sales
>are expected by 2002 -- up from \$200 million in 1996, according to the
>Direct Marketing Association. Assuming an average order of \$100, that means
>120 million more home-delivered packages -- not counting the 646 million
>catalog orders expected that year.
>
>"Most e-commerce providers haven't thought about transportation or
>logistics at all," says Mark Rhoney, the marketing vice president for the
>electronic commerce division of United Parcel Service, the world's largest
>small-package delivery service. "They've built all this nice software to
>take credit cards and create invoices that print out someplace and end up
>on the floor."
>
>Only 20 percent of UPS's business is home delivery, Rhoney says. It is such
>a tiny blip on Federal Express's radar that Fedex does not even track home
>versus business deliveries. Virtually all ground carriers now charge extra
>to deliver to a residence, and it is still a break-even proposition at
>best.
>
>"Home delivery is definitely the fly in the ointment," says Kenneth Ross,
>chairman and chief executive of **PackageNet**. "If carriers can't find ways to
>deliver more cost-effectively, it will double the cost of residential
>delivery, and the whole value proposition for e-commerce gets blown."
>
>
>**PackageNet**, a Fairfield, Iowa, company, provides consumers with UPS
>shipping and catalog return services from counters inside 4,000
>supermarkets, including Kroger and Safeway.
>
>Until now, its focus has been on outgoing packages. But anticipating a
>steep increase in home deliveries because of e-commerce, Ross is developing
>what he calls a "Depot Network" to give consumers a handy place to pick up
>packages at convenient times and to help carriers like RPS solve the "stop
>cost" problem by letting them deliver a neighborhood's packages to a single
>location.
>
>E-commerce customers who choose Depot Delivery from a merchant's site, says
>Ross, will pay about a \$3 premium over standard shipping charges.
>
>The Depot Network, a set of software tools for e-commerce merchants that
>the company says will be ready for a market trial this year, will link
>supermarket depots to existing carrier tracking systems and merchant data
>bases. The software is being developed in conjunction with **PackageNet's**
>advisory board, including Microsoft, Netscape Communications and America
>Online.
>
>Although **PackageNet** is declaring its intentions early, its competitors are
>getting their trucks in a row.
>
>Home delivery, says Rhoney, is "definitely a business that UPS embraces,"
>and though he is coy on specifics, he says that UPS is exploring
>alternatives like night and weekend deliveries three to five years hence,
>when he expects residential delivery volumes to double.
>
>The U.S. Postal Service anticipates "an explosion" of home deliveries
>because of e-commerce. "We'll do whatever the customer needs -- evening
>deliveries, convenient pickup hours, tracking, tracing, delivery
>confirmation," says Bill Henderson, the service's chief operating officer.
>

>Of course, anything is possible. Even **PackageNet** is considering evening
>home deliveries. But how much is the customer willing to pay? That is the
>real issue -- and the deal breaker -- for e-commerce vendors.

>
>"It comes down to sales tax vs. the cost of shipping and handling," says
>**PackageNet's** Ross. "Consumers have enormous sensitivity to those extra
>shipping and handling charges. They say, 'You keep raising those and we'll
>just go back to the department store.'"

>
>
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>
>- - - - -
>Denise Caruso 'Beware the lollipop of
>415.695.0508 mediocrity. Lick it once
>Technology columnist, New York Times and you suck forever.'
>- - - - -
>

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As of April 20, 1999

Join the PackageNet Preferred Shipper program now (its free!) to get guaranteed ground service, \$200 free package coverage and priority customer service.

PackageNet Services:

PackageNet provides the best convenience and value for your package shipping needs. Our 4,000 locations in supermarkets and other fine retailers have convenient extended hours including evenings and weekends. This web site is a complete resource for preparing, shipping and tracking all your packages.

You can find a PackageNet location near you and view a street map of the area. Use the PackageNet nationwide rates page to get the rate and estimated delivery time for your package. Sign up for the PackageNet Preferred Shipper Program to get unique services such as extra package coverage, guaranteed ground shipments, and discount coupons. Track any package shipped via UPS®, FedEx® or Airborne®.

Don't know how to ship? Don't worry, our how to page directs you to everything you need to know. Let our address page help you find the address of any person or business in the U.S. The catalog page provides links to catalog specials and catalog web sites. Get answers to your package shipping questions at the frequently asked questions page. Search the PackageNet web site by key word to find detailed answers.

In the unlikely event that you have a lost or damaged package, use our customer service page to e-mail our customer service staff directly. You can send us any other message by using our E-Mail Central page. We'd love to get your feedback about our service or about this site.

The retailers program is a private area for current and prospective PackageNet retailers. The PackageNet web kit allows online merchants, retailers and other sites to link to the PackageNet web site to provide their customers a complete shipping resource for personal shipments and merchandise returns.

PackageNet can be reached by phone at 800-833-3145 and by e-mail from this site.

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[Superior Value](#) | [Preferred Shippers](#) | [Catalogs](#) |
[Addressing](#) | [Package Preparation](#) | [Customer Receipt](#)
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PackageNet's Superior Service and Value

PackageNet's commitment to you is "Package Shipping Made Easy!". Our convenient [locations](#) allow you to do your shipping and shopping in one easy stop at times that are convenient for you.

[One Stop Shopping - Ship when you grocery shop](#)

[Open Evenings and Weekends](#)

[Quality UPS shipping with friendly supermarket service](#)

[Better Value - Convenient locations and hours, economical prices](#)

[More convenience, reliability and service than the US Postal](#)

[Service](#)

[Better locations and service than the UPS Distribution Center](#)

PackageNet is More Convenient

One Stop Shopping

PackageNet [locations](#) are in major retailers nationwide, typically in supermarkets where you can do your grocery shopping and your package shipping in one-stop. Why make a separate trip to another store to ship your package?

Open Evenings and Weekends

PackageNet fits your busy schedule. PackageNet locations are typically open evenings, weekends, and often as early as 7:30 or 8:00 a.m. Postal stores and US post offices have limited hours during the week and are typically open only a few hours on Saturday if at all. With over 4,000 locations nationwide chances are that there is a [PackageNet location near where you live or work](#).

[\[Top\]](#)

PackageNet Has Better Service

PackageNet uses UPS as its shipping carrier with its reputation for speed and reliability. UPS ships 85% of the small packages shipped in the U.S. and for good reason. UPS is more reliable and has a better on-time delivery record than the US Postal Service. It also provides instant tracking information for each package, guaranteed air and 3 day service, and \$100 **free** package coverage where the Postal Service does not. [PackageNet Preferred Shippers](#) receive \$200 **free** package coverage and other valuable benefits.

PackageNet provides a toll free customer service line, (800)-833-3145, as well as on-line [customer service](#) to handle any package problems you experience or answer any package shipping questions you may have. PackageNet locations typically have shorter

lines than your neighborhood post office. Our customers overwhelmingly rate our service highly and continue to use our service for their shipping needs. [Click here for a more complete service comparison.](#)

[\[Top\]](#)

PackageNet Has Better Value

PackageNet's service is designed to be the best overall shipping value as compared by the combination of convenience, service and price. With all its extra one-stop shopping convenience and extended hours, PackageNet still prices its service at or below that of the average pricing of national postal stores such as Mail Boxes, Etc on low weight ground packages and significantly below on heavier ground and most air and 3 day select packages. (Prices at nationally branded postal stores may vary significantly from area to area as their franchisee owners have the freedom to set their prices). Generally, PackageNet's prices will be less, however, in some areas and for some combinations of weight and UPS service selected PackageNet's may have slightly higher prices.

With all its extra service, convenience and quality, PackageNet's UPS ground service is still priced lower than the US Postal Service Priority Mail on most weights of packages. [Compare for yourself.](#)

[\[Top\]](#)

Compare PackageNet's UPS Service

[Compare PackageNet and the US Postal Service's Priority Mail](#)

[Compare PackageNet and UPS Direct](#)

Compare PackageNet's UPS Service and The U.S. Postal Service's Priority Mail

Quality

UPS delivers a higher quality of service than the US Postal Service (USPS) Priority Mail® as measured by [on time delivery](#) and significantly lower damaged and lost package rates.

Convenience

PackageNet locations are typically opened evenings, weekends, and often as early as 7:30 or 8:00 AM whereas US post offices have limited hours during the week and are typically open only a few hours on Saturday if at all. PackageNet locations typically have shorter lines than your neighborhood post office.

Package Tracking

UPS has extensive package tracking capabilities giving you information about the package you shipped at each point along the way within 15 minutes. You may also view the signature of the person you shipped the package to. [Track a Package.](#) The USPS has no such

service for Priority Mail (it has a more limited tracking service for Express Mail).

Claims For Lost or Damaged Packages

PackageNet has a nationally renowned customer service facility with 24 hour 800 number access to help you resolve your claim for a lost or damaged package quickly and without a lot of extra hassle. Contact Our Customer Service. The USPS requires extra paper work and a challenging claims process to get your claim paid.

Package Coverage

PackageNet provides package coverage for the first \$100 of value at no charge and provides coverage up to \$2,000. PackageNet's Preferred Shippers receive \$200 of free package coverage on every package they ship. The USPS charges for all package coverage at the rate of \$1.60 per \$100 of value for Priority Mail.

Price

With all the extra features you get with UPS you would expect it to be a lot more expensive than shipping Priority Mail, however, USPS Priority Mail is actually more expensive then UPS ground service for packages 6 lbs. and over when packages are covered for \$100. It is more expensive at 5 lbs and over when packages are covered for \$200. Find The Shipping Rate For Your Package.

[\[Top\]](#)

Compare PackageNet's UPS Service With UPS Direct

As you might expect, it is less expensive to ship UPS directly from a UPS distribution center. However, UPS does not design its distribution centers to be convenient for consumers, but rather for transporting packages. As such they are often in industrial areas far from where you live and have very limited hours. In fact UPS encourages PackageNet to provide its service because PackageNet serves as UPS's retail outlet for consumers to use. In the unlikely event that your package is damaged in transport, PackageNet also works on your behalf to get your claim paid, saving you substantial time and phone calls over getting UPS to pay your claim directly. Additionally, PackageNet pays many claims which UPS' regulations do not permit it to pay.

[\[Top\]](#)

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Find The PackageNet Locations Nearest You

4,000 convenient UPS package shipping locations nationwide

Zip Code:

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